

1 In the claims:

2 1. An apparatus that provides a job ticket as a generic database, comprising:

3 a job ticket service that stores the job ticket, the job ticket as the generic database,  
4 comprising:

5 a data storage section that stores data, and

6 a control section that controls input and output of data into the data storage section;

7 and

8 an interface that couples the job ticket service to a client and to one or more processors  
9 over a computer network, wherein the client accesses the job ticket using the interface, and wherein  
10 a processor provides data for input to the data section based on a job request from the client.

11 2. The apparatus of claim 1, wherein the generic database is an extensible markup  
12 language (XML) database.

13 3. The apparatus of claim 1, wherein the job ticket service receives and stores  
14 messages directed to an address of the client.

15 4. The apparatus of claim 3, wherein the messages are e-mail messages, and wherein  
16 the address is an Internet address.

17 5. The apparatus of claim 1, further comprising a search engine operable to search the  
18 generic markup language data base and to provide search results to the client.

19 6. The apparatus of claim 1, wherein the control section includes client preferences.

20 7. The apparatus of claim 6, wherein the client preferences include requirements for  
21 data parsing.

22 8. The apparatus of claim 1, wherein the job ticket service provides an alert based on  
23 information contained in the generic markup language database.

24 9. A method for maintaining a generic database in a  
25 computer network, comprising:

26 establishing a job ticket as the generic database for a client;

27 storing the job ticket in a job ticket service;

28 receiving data addressed to the client;

29 storing the data in the job ticket; and

30 providing the client with access to the data in the job ticket.

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- 1 10. The method of claim 9, further comprising:
  - 2 storing client preference with the job ticket, wherein selected preference indicate an action
  - 3 event;
  - 4 reviewing entries in the generic database;
  - 5 comparing the entries to the client preferences; and
  - 6 taking an action in accordance with the action event when the entry review indicates an
  - 7 occurrence of the action event.
- 8 11. The method of claim 10, wherein the action is sending an e-mail alert to the client.
- 9 12. The method of claim 10, wherein the action is invoking an action to an entity
- 10 coupled to the computer network.
- 11 13. A method for controlling tasks in a networked environment, comprising:
  - 12 receiving a task request;
  - 13 generating a job ticket that references the task request;
  - 14 storing the job ticket in a job ticket service;
  - 15 receiving initial data related to the task; and
  - 16 storing the initial data with a reference to the job ticket.
- 17 14. The method of claim 13, wherein the initial data is stored with the job ticket.
- 18 15. The method of claim 13, wherein the initial data is stored in a job store coupled to
- 19 the job ticket service.
- 20 16. The method of claim 13, wherein the job ticket service comprises an extensible
- 21 markup language (XML) database.
- 22 17. The method of claim 13, further comprising:
  - 23 receiving additional data related to the task; and
  - 24 storing the additional data with the initial data.
- 25 18. A generic database structure that stores job identities and job content in a
- 26 networked environment, comprising:
  - 27 a job ticket service that receives a request for a job from an entity coupled to the
  - 28 environment, comprising:
    - 29 a job identification section that stores an identity of the job,
    - 30 a control data section that stores data related to the job, and

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- 1 a task section that defines individual tasks required to complete the job.
- 2 19. The database structure of claim 18, wherein the database is a XML database.
- 3 20. The database structure of claim 18, further comprising links to one or more
- 4 databases coupled to the job ticket service.
- 5 21. A job ticket, comprising:
- 6 a user extension, the user extension storing user information;
- 7 a framework, comprising:
- 8 a job identification,
- 9 control data that includes information related to performance of the job, and
- 10 a task section that defines tasks to be completed for the job; and
- 11 a security section that controls access to the job ticket.
- 12 22. The job ticket of claim 21, wherein the job ticket is structured as a generic XML
- 13 database.
- 14 23. The job ticket of claim 22, wherein the generic XML database comprises a tree,
- 15 and wherein the defined tasks exist as nodes in the tree.
- 16 24. A program storage device readable by a machine, tangibly embodying a program of
- 17 instructions executable by the machine to perform method steps for maintaining a generic database,
- 18 comprising:
- 19 establishing a job ticket as the generic database for a client;
- 20 storing the job ticket in a job ticket service;
- 21 receiving data addressed to the client;
- 22 storing the data in the job ticket; and
- 23 providing the client with access to the data in the job ticket.